



## Newsletter

(Complimentary copy)





## **Business In Vancouver ranks CTC 18th Biggest BC Business Owned By Women**



Kim Russell and Gwen Donaldson, Presidents of Canadian Tourism College moved up to the 18th spot from last year's 23rd which ranks BC's biggest business owned by women. CTC is proud to be owned and operated by two Canadian women. Here you'll find not only a comfortable learning environment, but something more; a spirit of warmth and friendliness, a positive attitude that is shared by everyone, a sense of genuine caring and mutual respect between students, staff and instructors alike.

*"The college's success is a direct result of our outstanding group of instructors, administration, and sales and marketing team. Thank you to all the students and alumni that continually impress us by fulfilling their career goals, your success is our success."*

For a full list of this year's top 25 businesses, please visit Business in Vancouver website.



**Government of Canada**    **Gouvernement du Canada**

## **CTC Earns Designated Learning Institute Status**

May 19, 2014

The Government of Canada has released new rules to the International Student Program. These new rules will reduce the potential for fraud or misuse of the program while protecting Canada's international reputation for high-quality education and improving services to genuine students will come into force on June 1, 2014. These rules consist of:

- limit the issuance of study permits to applicants who will be studying at a [designated learning institution](#), including institutions that are designated by provinces and territories on the basis of meeting minimum standards;
- require students to actively pursue their studies while in Canada; and
- allow full-time international students enrolled at designated institutions in certain programs to work part time off campus and full time during scheduled school breaks without a work permit.

Please reference the [Government of Canada](#) for the above information and more specifics.

### **What does this mean for CTC and our International students?**

- All International students enrolled in programs longer than 6 months are eligible to work up to 20 hours a week.
- The employment does not have to be related to their field of study.
- Provides some flexibility for those enrolled in coop diploma programs.
- The practicum component of diploma programs can be paid opportunities vs volunteer (based on the placement and on a student by student basis).

### **For those interested in joining CTC:**

- This opens up a wide range of employment opportunities that weren't previously available.
- Those interested in registering for our coop diploma programs may be eligible to apply for a scholarship of \$2000.00 (some rules apply)



## British Columbia places and properties recognized in Travel + Leisure Magazine's World's Best Awards 2014



*Vancouver Island is ranked No. 1 among Top Islands in the Continental U.S. and Canada*

Travel + Leisure magazine has recognized **Vancouver Island** as the Top Island in the Continental U.S. and Canada in the World's Best Awards 2014 readers' survey. Travel + Leisure's rankings also include **Wickaninnish Inn** as Top Resort in Canada and the **Shangri-La Hotel Vancouver** as the Top City Hotel in Canada.

In total, five British Columbia properties are included in the Top Resorts in Canada: additional properties are the **Four Seasons Resort & Residences Whistler** (2<sup>nd</sup>), **The Fairmont Chateau Whistler** (6<sup>th</sup>), the **Pan Pacific Whistler Mountainside** (8<sup>th</sup>) and **Sooke Harbour House** (9<sup>th</sup>).

Six British Columbia properties make the list for Top City Hotels in Canada: after the Shangri-La, **Rosewood Hotel Georgia** (2<sup>nd</sup>), **Wedgewood Hotel & Spa** (6<sup>th</sup>), **Fairmont Waterfront** (7<sup>th</sup>), **The Fairmont Pacific Rim** (9<sup>th</sup>) and **Hotel Grand Pacific** (10<sup>th</sup>). The city of **Vancouver** is the top city in Canada, and ranks 6<sup>th</sup> in the category of Top Cities in the U.S. and Canada. The **Four Seasons Resort & Residences Whistler** is the Top Hotel Spa in Canada. The results of the Travel + Leisure World's Best Awards 2014 will be featured on and in the August issue of Travel + Leisure, on newsstands July 18.

"The Travel + Leisure World's Best award results demonstrates the exceptional experiences available in British Columbia for visitors," says Marsha Walden, president and CEO of Destination British Columbia, the province's tourism marketing organization. "These awards have a wide reach through Travel + Leisure's print circulation of over 970,000 magazine copies plus an extensive online presence. That these results are based on reader votes validates the quality of the BC travel experiences, and we are exceptionally proud of our industry and colleagues."

"British Columbia is among the most beautiful places in the world and these awards are a direct reflection of the types of experiences tourists have when choosing to visit British Columbia," says Naomi Yamamoto, Minister of State for Small Business and Tourism. "Tourism is a major economic driver for British Columbia – generating **\$13.5 billion** and employing more than **127,000 people**."

I'm proud of the work tourism businesses and associations across the province do to attract visitors to our stunning province. A strong tourism economy generates interest and investment in this province which ultimately benefits all British Columbians."



## CANADIAN TOURISM COLLEGE EDUCATOR HONOURED WITH INAUGURAL EDUCATION AWARD

OTTAWA – April 25, 2013 – Today, **Gwynne Whitby-Thomas**, an instructor of Travel & Tourism at the Canadian Tourism College was honoured as the winner of the National Association of Career Colleges' first ever Educator of the Year Award. This new award is presented to an educator at a career college who has a passion for education, is inspiring to those around them and is a proven leader.

James Loder, Chair of the National Association of Career Colleges (NACC), presented the award during NACC's 2013 Conference & AGM in Vancouver, BC.

"I was extremely impressed with the number of nominations received for this award. It illustrates how many talented educators are at career colleges in Canada," said NACC's Chief Executive Officer, Serge Buy. "Gwynne is a very gifted instructor, and our sector is lucky to have her." Ms. Whitby-Thomas demonstrated outstanding leadership, inspiration and passion for education.

"It was such an honour to be able to tell Gwynne that she has earned the inaugural Educator of the Year Award from the NACC," said Kim Russell, President of Canadian Tourism College's Surrey Campus. "Gwynne is a dedicated professional that exemplifies all that an outstanding teacher should be. Everyone at CTC is very proud of her. Well done, Gwynne!"

### About NACC

Established in 1896, the National Association of Career Colleges (NACC) is the oldest post-secondary association in Canada, representing almost 500 career colleges across the country. All NACC members meet the highest regulatory standards, ensuring the best possible education for their students.

Visit [www.nacc.ca](http://www.nacc.ca) for more information. Follow us on Twitter @NACC\_.

Please visit our [YouTube channel](#) for a video of Gwynne and her acceptance speech



## CTC Graduate News

### **Monika Scott-United Airlines Passenger Service Agent**



I have very good news! Kaitlyn O. and I have both gotten new jobs as passenger service agents at Vancouver International Airport (YVR) for United Airlines! It's really my dream come true!

Originally I had emailed saying I got an interview with Air North, and turns out, Kaitlyn had applied for the same spot as well! We had our interviews on the same day just about 2 hours apart from each other! We went to college together, worked at Holland America together and now we're getting an opportunity to work together again but for an airline!

So here we are, with all our research done about Air North and excited to work for the airline; but little did we know, Air North had scored two big contracts this year; one for United Airlines and another for American Airlines. Air North was recruiting and employing many people but we were being split into two groups, one for UA and the other for AA!

Kaitlyn and I have been put into the UA contract! For the past week and for the upcoming two weeks, we will be attending training which is Monday to Friday, 6-2pm at the Sandman Signature Hotel in Richmond. Our instructor is from Hawaii and she flies home every Friday afternoon and comes back to Vancouver by Sunday! She does this for all sorts of destinations, domestic and international, every couple of weeks to train United employees all around the world! How cool is that?

We are being trained to work on United's reservation system, which is SHARES in order to check in people at the airport. It is a blend of Apollo and Sabre; the background knowledge in both was a big help! Thank you!! They are also giving us safety training and some jet bridge operation training as well.

Just wanted to share all the new and excited things happening! Hopefully you will be seeing us behind the United counters or kiosks next time you visit the airport!

Thanks for all your support and great teachings to get us here!

Lots of love,

Monika Scott

# Thriving in a Tour Guide Role

by Courtney Beharrell

If you have decided your path is in tourism, than it is likely because you enjoy travelling and want to have a career that will take you around the world. Adventure tourism itself is a growing worldwide trend that is anticipating good business in the coming years, with an increased need in British Columbia alone for those trained in travel and tourism courses.

## Potential Workplaces as a Tour Guide

- Historic sites (such as a castle or fort)
- Museums
- Sightseeing around a city or in the wilderness
- Adventure tours (such as mountain climbing or rafting)

A tour guide is a job that may require you move around or even live away from home for long periods at a time. It is a great way to leverage your skills from tourism management school. Here are some considerations and requirements for the job.



guide.

## Be a People Person and a Storyteller

Being able to communicate and entertain people is a given, as this is the job at its basics! A good tour guide can mean the difference between a memorable vacation or not. While always displaying a friendly and personable personality, you are also responsible for having good narration skills to relay information to tourists. The ability to draw in an audience with the stories of a historic site or the history of a lake, for example, is crucial to being a successful tour

## Excellent Problem Solving Skills

Things will not always go as planned on a tour, and as a guide you are responsible for smoothing over any bumps in the road. Whether a dangerous situation arises, a tourist is ill, or weather unexpectedly changes for the worse—you must be prepared and willing to handle it all.

## Physical Fitness

While physical skill is not required for something like museum tours, in specific tourism courses, such as adventure tourism, the enjoyment of physical activity is mandatory. If you're interested in leading canoe ventures and mountain hikes, it is likely you're already an activity enthusiast. As a tour guide, it is your goal to exude the kind of energy that you want your tourists to have when taking an adventure tour.

## Be Multidisciplinary

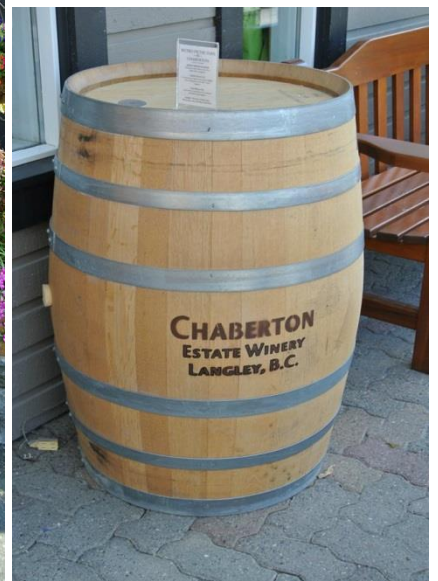
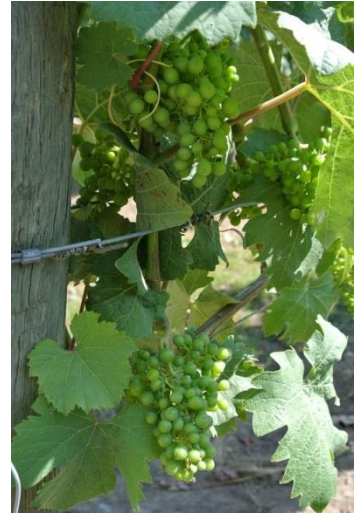
Speaking several languages, or being an expert in say both biology and indigenous culture, will only enrich your tours. A love for the job is part of the equation, but being extra knowledgeable on your tour subject will give tourists a fulfilling experience, and gives you better marketability as a tour guide. Your knowledge on a range of cultures and subjects will also help you relate to people on your tour from a wide variety of backgrounds.





## Winery Tour

Hospitality students had the pleasure of visiting the Fort Wine Co., Backyard Vineyards, and the Domaine de Chaberton Estate Winery. The students learned about local businesses, regional wines, and the proper way to taste wine! Thank you to all those that participated and helped organize this beautiful day.





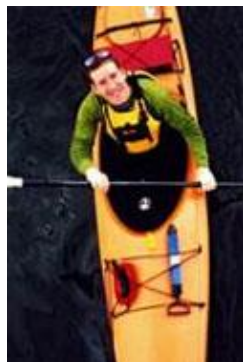


## Our Graduates Say it Best...



*Eyrusalem Debebe - Hospitality & Resort Business Management Diploma and Higher Diploma*

"Canadian Tourism College was an amazing journey for me. Coming fresh out of high school taking the Hospitality & Resort Business Management program. I gained a position as a Spa Consultant at the Shangri-La Hotel Vancouver. As I am still growing more knowledge in the industry and wanting to pursue my passion, I enrolled in the Higher National Diploma in Tourism and Events Management. I thank all the wonderful staff members from both campuses that have helped get here are Dolores, Rob, Leslie, Courtney, Kim, David, Danielle, Rachel and Jarett. Always thinking outside the box and staying positive and don't forget to smile every day!"



*Chris Eastman - Program Assistant - Port Coquitlam Parks and Recreation Department*

"My graduation from the Adventure Tourism Diploma Program at CTC provided numerous employment opportunities to me in outdoor recreation. The diploma course gave me the certificates, skills and confidence in various aspects of the adventure tourism sector, and has allowed me to create an active and healthy lifestyle with the best office in the world ... the outdoors."



*Brian La Freniere - Hospitality & Resort Business Management Co-op - Vancouver Campus*

The comprehensive and thorough studies in the Hospitality and Resort Business Management programme will allow me the opportunity to further my career in the hospitality industry. I enjoyed the upgrading of my personal skills. I am very grateful for the knowledge and expertise of the instructors and staff at Canadian Tourism College and for all that they were able to offer me. Thank you very much